
Annual Report 2014



Missouri Long Term Care Ombudsman Program

October 2013 – November 2014

Mission

The mission of Missouri's Long-Term Care Ombudsman Program is to improve the quality of life for residents of long-term care homes through advocacy and education.

The goals of the program are:

- To provide ombudsman services to all residents of all long-term care homes in Missouri, including Veterans Administration Nursing Homes.
- To advocate for residents rights.
- To provide community education regarding long-term care home issues.

To achieve these goals ombudsmen should:

- Make sure all residents are informed of their rights as established by law.
- Strive to empower residents and/or help to resolve all complaints in homes through the involvement of all concerned parties.
- Work with a Regional Ombudsman Coordinator to provide suggestions for relaying non-confidential information to the community on residents' needs and concerns.

Organization

The Missouri State Long-Term Care Ombudsman Program is housed in the Division of Senior and Disability Services in the Missouri Department of Health and Senior Services (DHSS).

The office of the State Long-Term Care Ombudsman (LTCO) is the highest reporting authority for the state and local ombudsman programs. The office coordinates activities among DHSS, regional ombudsmen and local ombudsmen volunteers. The State Long-Term Care Ombudsman works with advocacy groups, associations, and other interested agencies for the purpose of promoting the ombudsman program.

Missouri's ten Area Agencies on Aging administer the program on the local level by designating someone as a regional ombudsman coordinator. This coordinator may be an Area Agency on Aging staff person or a person who contracts with the area agency. Responsibilities of the coordinator include recruitment, training and supervision of volunteers.

The focus of ombudsman efforts is resident-initiated complaints, received in the strictest of confidence.

This report, covering the Federal Fiscal Year ending Sept. 30, 2014, reflects the activities of Missouri's long-term care ombudsmen in their work with the residents of long-term care homes.

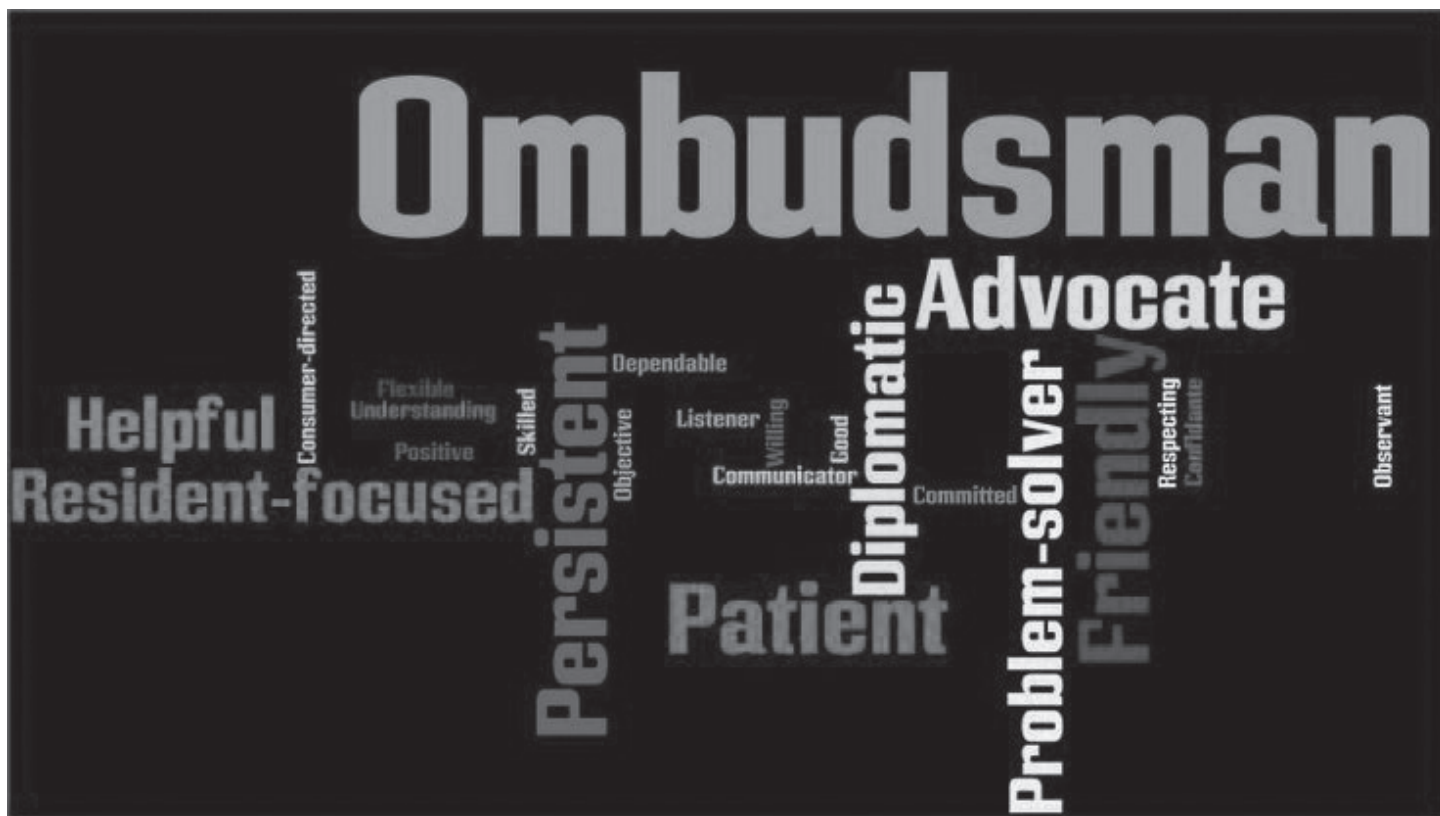
2014

In Federal Fiscal Year 2014, the Missouri State Long-Term Care Ombudsman Program, through its regional programs, fielded 6,865 complaints, contained in 5,248 cases.

The program divides the state into 10 regions, which are managed by seven regional ombudsman coordinators. Statewide, there are 530 skilled nursing homes (with 56,099 beds) and 614 board and care homes (with 22,178 beds).

Volunteer ombudsmen are trained to be advocates for the residents of these homes. Volunteers are assigned to homes and visit regularly, getting to know the residents. As volunteer ombudsmen discover problems and issues that concern residents, they help residents come to a satisfactory resolution of the problems.

In Federal Fiscal Year 2014, Missouri had 223 volunteer ombudsmen, down slightly from the previous year. Volunteer recruitment continues to be a vital part of the program, as volunteers retire from the field or otherwise depart the program. Over 22,400 volunteer hours were given by these ombudsmen. In addition, 13.5 paid staff (full-time equivalents) worked in the local offices and 4 FTE worked in the state office in Jefferson City.



Complaints

In Federal Fiscal Year 2014, the categories of complaints recorded by the Missouri State Long-Term Care Ombudsman Program proved to be very similar to previous years. The leading complaint category was “Failure to respond to requests for assistance,” or “responding to call lights,” representing 158 complaints. The following chart shows the complete top 10 complaints for the year in nursing homes.

Nursing Homes

Rank	Complaint Category Description	Number of Complaints
1	#41 - Call light unanswered	158
2	#26 - Dignity, respect	141
3	#44 - Medications	134
4	#71 - Menu, quality, quantity, etc.	129
5	#48 - Symptoms unattended	111
6	#27 - Exercise choice, including religion & smoking	99
7	#38 - Personal property lost, stolen, destroyed, withheld	99
8	#64 - Activities - choice and appropriateness	99
9	#53 - Assistive devices or equipment	96
10	#45 - Personal hygiene, adequate dressing, grooming	92

Total complaints, Nursing Homes = 6,312

Board and Care Homes

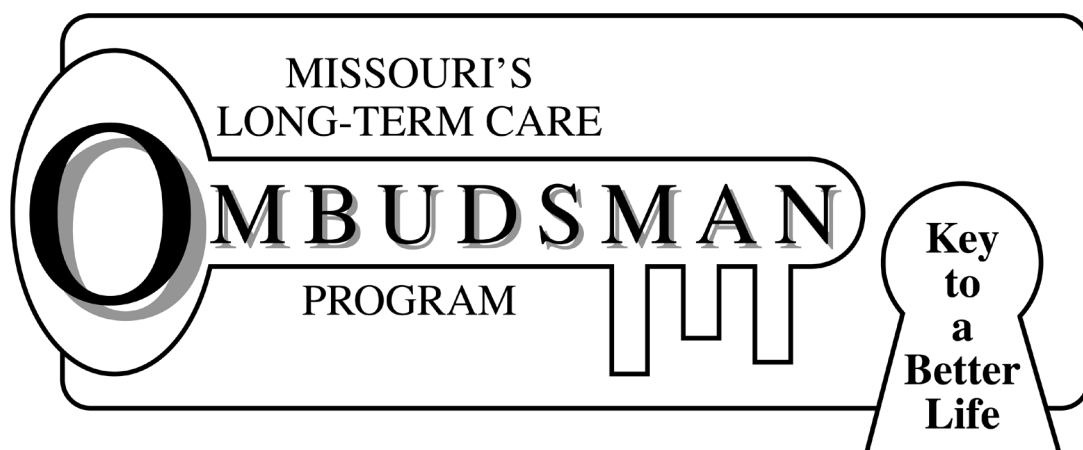
As with skilled care homes, the complaint categories in board and care homes (such as residential care homes) were largely unchanged from previous years. The leading complaint in board and care homes was over food service, including quality, quantity, and choice of foods. There were 34 such complaints in 2014. The following chart shows the top 10 complaints for the year in board and care homes. In comparison to nursing homes, board-and-care home complaints make up a far fewer proportion of complaints received by ombudsmen.

Board and Care Homes

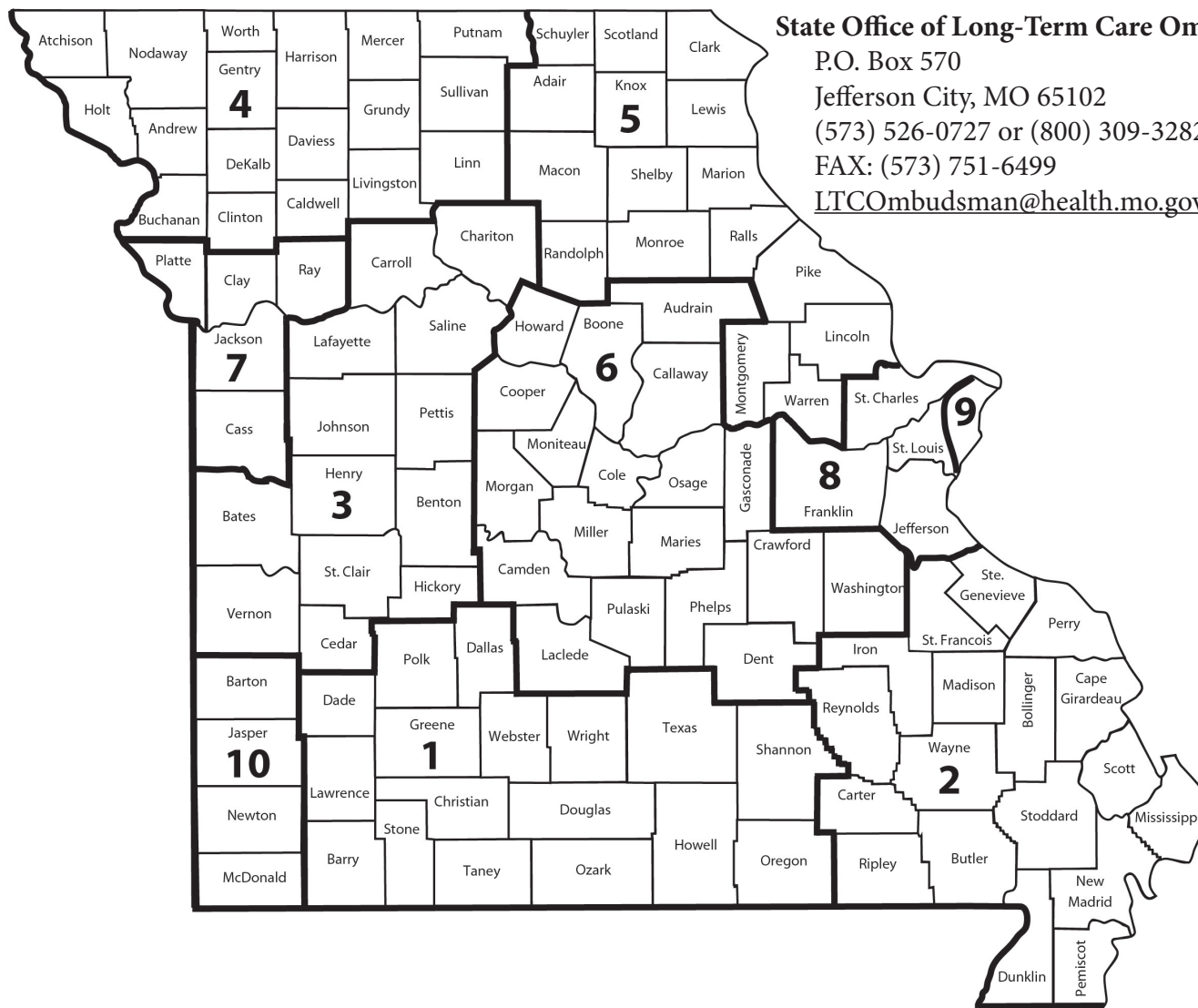
Rank	Complaint Category Description	Number of Complaints
1	#71 - Food service - menu, quality, quantity, choice, etc.	34
2	#26 - Dignity, respect - staff attitudes	26
3	#122 - Legal - guardianship, power of attorney, wills	25
4	#38 - Personal property lost, stolen, used by others, destroyed	24
5	#19 - Discharge, eviction - planning, notice, procedure, etc.	24

Total complaints, Board and Care Homes = 539

The Missouri Long-Term Care Ombudsman Program anticipates further strengthening of the program through its network of regional coordinators. Volunteers form the backbone of our organization, and we are always seeking strong, caring, and giving individuals to join our team. If you are interested in sharing some of your time with residents of long-term care homes in our state, we encourage you to contact an ombudsman coordinator in your region (see map for regions and contact information) to volunteer.



Missouri Long-Term Care Ombudsman Program



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627 N. Glenstone
P.O. Box 3947 G.S.
Springfield, MO 65808
(417) 862-3598 FAX: (417) 862-2129
www.ccozarks.org
2. **Aging Matters**
1219 N. Kingshighway, Suite 100
Cape Girardeau, MO 63701
(573) 335-3331 or (800) 392-8771
FAX: (573) 335-3017
www.agingmatters2u.com
3. **Care Connection for Aging Services**
106 W. Young St., P.O. Box 1078
Warrensburg, MO 64093
(660) 747-3107 or (800) 748-7826
FAX: (660) 747-3100
www.goaging.org
4. **Northwest MO Area Agency on Aging**
Ombudsman Program
607 A Lana Drive, P.O. Box 185
Cameron, MO 64429
(816) 749-0034 or (888) 844-5626
FAX: (816) 749-0034
www.nwmoaaa.org
- 5/9. **VOYCE (NEMO and City of St. Louis)**
8702 Manchester Road
Brentwood, MO 63144
(866) 918-8222 FAX: (314) 918-9188
www.voycestl.org
6. **Central MO Area Agency on Aging**
1121 Business Loop 70 E. Suite 2A
Columbia, MO 65201
(573) 443-5823 FAX: (573) 875-8907
www.cmaaa.net
7. **Mid-America Regional Council**
600 Broadway, Suite 200
Kansas City, MO 64105-1536
(816) 474-4240 FAX: (816) 421-7758
www.marc.org
8. **VOYCE (Mid-East Area Agency on Aging)**
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